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<b>Bulletin Number</b>	24755BR
<b>Type of Recruitment</b>	Interdepartmental Promotional Opportunity
<b>Department</b>	Human Resources Countywide Exams
<b>Position Title</b>	INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST II
<b>Exam Number</b>	R2546C
<b>Filing Type</b>	Open Continuous
<b>Filing Start Date</b>	09/17/2013
<b>Salary Type</b>	Monthly
<b>Salary Minimum</b>	4487.45
<b>Salary Maximum</b>	5885.73
<b>Benefits Information</b>	<b>Represented Employees</b> • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
<b>Position/Program Information</b>	<p>Under general supervision, provides a full range of technical information technology support services, including installation, configuration, testing, troubleshooting and repair of hardware, software, networks and applications in a centralized IT organization. Incumbents in this journey level class perform a wide variety of information technology support duties, following established procedures, including hardware and software installation and repair. Incumbents possess the ability to analyze user problems related to desktop, network and applications and apply a full range of corrective actions. Incumbents are generally based in a centralized location or may be required to assist end users at field sites. Incumbents possess a thorough knowledge of desktop computers and related equipment, basic knowledge of network technologies and multiple client platforms, and strong interpersonal skills to communicate effectively with customers/users. Incumbents typically are responsible for installing, servicing and moving computers, printers, servers, networking devices, storage devices and related equipment.</p>
<b>Essential Job Functions</b>	<ul style="list-style-type: none"> <li>• Installs, configures, maintains and tests computer hardware, software and peripheral equipment.</li> <li>• Acts as a technical resource to end users and other information technology staff and troubleshoots, diagnoses and resolves moderately complex hardware, software and network connectivity problems, including problems not covered by established procedures.</li> <li>• Identifies trends in the reported problem calls and implements improvements.</li> <li>• Analyzes and makes recommendations regarding user support needs or improving customer satisfaction.</li> <li>• Reviews, tests and finalizes user instructions and procedures; conducts formal and informal end user training and may develop technical orientation and training materials as necessary.</li> <li>• Leads small hardware and software installation and upgrade projects and participates in large and/or complex projects with general direction.</li> <li>• Assists in defining and recommending appropriate hardware and software configurations and standards to meet customer needs, and develops specifications to purchase new hardware, software</li> </ul>

and other peripheral devices based upon established departmental standards.

- Configures software distribution tools.
- Assists in the ordering of licenses for software packages, in consultation with appropriate management or other information technology staff as needed.
- Coordinates equipment delivery, software licensing compliance and inventory/asset control as needed.
- Acts in a lead capacity to other technical staff as needed.

#### Requirements

#### **MINIMUM REQUIREMENTS:**

**OPTION I :** One (1) year of experience at the level of an IT Technical Support Analyst I\*.

**OPTION II:** Two (2) years of experience installing, configuring, testing, troubleshooting and repairing client computing devices or software, in a Centralized InformationTechnology\*\* organization.

#### Physical Class

**Physical Class III – Moderate:** Includes standing or walking most of the time, with bending, stooping, squatting, twisting, and reaching; includes working on irregular surfaces, occasionally lifting objects weighting over 25 pounds, and frequent lifting of 10-25 pounds.

#### License(s) Required

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

#### Special Requirement Information

\*Information Technology Technical Support Analyst I in the Los Angeles County is defined as: Under close supervision, using established procedures, provides a full range of technical support services in information technology including installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications in a centralized IT organization \*\* .

\*\*Centralized IT organization is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the chief Information Technology official (or, at Sheriff Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.

**VERIFICATION OF EXPERIENCE LETTERS (VOEL) WILL NOT BE ACCEPTED FOR THIS EXAMINATION. VOEL PREVIOUSLY SUBMITTED FOR OTHER EXAMINATIONS WILL ALSO NOT BE CONSIDERED. THE EXPERIENCE LISTED ON YOUR APPLICATION IS SUBJECT TO VERIFICATION AT ANY POINT DURING THE EXAMINATION AND HIRING PROCESS, INCLUDING AFTER AN APPOINTMENT HAS BEEN MADE.**

Falsification of any information may result in disqualification.

**Withhold Information:** Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.

#### Examination Content

This examination will consist of TWO (2) parts:

**PART I** - A written test weighted 45% that contains both computerized and paper-and-pencil components covering Reading Comprehension, Analytical and Decision-making Ability, Written Expression, Deductive Reasoning, Professional Potential, Achievement, Independence, Influence, Confidence and Optimism, and Reliability.

**NOTE:** Candidates that have taken the identical written test(s) for other exams within the last 12 months will have their written test scores for the identical test part(s) automatically transferred to this examination.

**This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least a year.**

**WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19. IN ADDITION, REQUESTS FOR HANDSCORING FOR THIS EXAMINATION WILL NOT BE GRANTED.**

Only those candidates who pass the written test will be eligible to proceed to the structured interview (Part II). Candidates who are unsuccessful on the written test will be notified by mail.

**PART II** - A Structured Interview (SI) weighted 55% to evaluate Technical Knowledge and Ability, Job Preparation, Interpersonal and Oral Communication Skills, Analytical and Decision-making Ability, and Work Skills to perform the duties of this position.

**CANDIDATES MUST ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON EACH WEIGHTED PART OF THE EXAMINATION IN ORDER TO BE PLACED ON THE ELIGIBLE REGISTER.**

Candidates will be notified of their test results by US mail. Invitation letters to the written test and interview may be sent electronically to the email address provided on your application. Scores cannot be given over the telephone.

**Special  
Information**

**TEST PREPARATION RESOURCES ARE AVAILABLE TO HELP CANDIDATES PREPARE FOR WRITTEN EMPLOYMENT TESTS:**

- An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at:  
<http://hr.lacounty.gov>  
Please click on "Job Info Center." In the section "Some helpful links," click on "Employment Test Preparation."
- You can also access practice tests for the computerized version of the test by going to the following website:  
[http://www.shldirect.com/practice\\_tests.html](http://www.shldirect.com/practice_tests.html)

**While these study guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.**

**Vacancy  
Information**

The eligible register resulting from this examination will be used to fill vacancies in various County departments.

**Eligibility  
Information**

The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

**No person may compete in this examination more than once every twelve (12) months.**

Applications will be processed on an as-received basis and promulgate to the eligible register accordingly.

**Available Shift**

Any

**Job Opportunity Information**

**Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period and meet the qualifying requirements.**

**Application and Filing Information**

**APPLICATIONS MUST BE FILED ONLINE ONLY.**

**APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.**

**INSTRUCTIONS FOR FILING ONLINE:**

Apply online by clicking on the link above or below this bulletin that reads "Apply to Job" so you can apply online and track the status of your application. Upload additional documents at the time of application filing. We must receive your application and additional documents if any by 5:00 pm, PST, on the last day of filing.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made.

This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

The acceptance of your application depends on whether you have clearly shown that you meet the MINIMUM REQUIREMENTS . Fill out the application completely and correctly for any related job experience. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

**SOCIAL SECURITY NUMBER:**

All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

**COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:**

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

**NO SHARING OF USER ID AND PASSWORD:**

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**County of Los Angeles Information**

**View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:**

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)**OR**

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

<b>Department Contact Name</b>	Eric De Guia or Dolly Batungbacal
<b>Department Contact Phone</b>	213-738-2082
<b>Department Contact Email</b>	edeguia@hr.lacounty.gov or dbatungbacal@hr.lacounty.gov
<b>ADA Coordinator Phone</b>	213-738-2057
<b>Teletype Phone</b>	800-899-4099
<b>California Relay Services Phone</b>	800-735-2922
<b>Alternate TTY Phone</b>	800-897-0077
<b>Job Field</b>	Information Technology
<b>Job Type</b>	All Others

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